

WHAT IS CLAIMED IS:

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1. A method for monitoring a service transaction,
the method comprising:

communicating with a client through a communication
5 channel;

gathering feedback from the client about an agent
and an interaction associated with the agent through the
communication channel; and

storing the feedback in a client response database.

10 2. The method of Claim 1, wherein:

gathering comprises gathering the feedback through a
telephone call; and

15 storing comprises recording the telephone call and
storing the recorded telephone call.

3. The method of Claim 1, further comprising:

receiving an agent report from the agent, the agent
report describing the interaction;

20 determining whether there is an actionable
discrepancy between the agent report and the feedback;
and

initiating a responsive action if there is the
actionable discrepancy.

25 4. The method of Claim 1, further comprising:

determining whether the feedback comprises a trigger
event; and

30 triggering an alarm if the feedback comprises the
trigger event.

5. The method of Claim 1, further comprising:
generating an evaluation of the agent using the
feedback.

5 6. The method of Claim 1, further comprising:
generating an evaluation of the agent using the
feedback; and
matching the agent with a second client according to
the evaluation.

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7. A system for monitoring a service transaction, the system comprising:

a communication channel operable to communicate feedback from a client, the feedback describing an interaction between an agent and the client;

a monitoring module coupled to the communication channel and operable to:

initiate collection of the feedback;

receive the feedback from the communication channel; and

store the feedback in a client record database coupled to the monitoring module.

8. The system of Claim 7, wherein the communication channel comprises a website operable to be accessed by the client.

9. The system of Claim 7, wherein:
the feedback is gathered through a telephone call;
and

the monitoring module is operable to record the telephone call.

10. The system of Claim 7, wherein the monitoring module is operable to:

receive an agent report from the agent, the agent report describing the interaction;

determine whether there is an actionable discrepancy between the agent report and the feedback; and

initiate a responsive action if there is the actionable discrepancy.

determine whether the feedback comprises a trigger event; and

12. The system of Claim 7, further comprising an evaluation module operable to:

13. The system of Claim 7, further comprising an evaluation module operable to:

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15         generate an evaluation of the agent using the
           feedback; and

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match the agent with a second client according to the evaluation.

14. Software for monitoring a service transaction, the software residing on a computer-readable medium and operable to:

communicating with a client through a communication channel;

gathering feedback from the client about an agent and an interaction associated with the agent through the communication channel; and

storing the feedback in a client response database.

15. The method of Claim 14, wherein:

gathering comprises gathering the feedback through a telephone call; and

storing comprises recording the telephone call and storing the recorded telephone call.

16. The method of Claim 14, further comprising:

receiving an agent report from the agent, the agent report describing the interaction;

determining whether there is an actionable discrepancy between the agent report and the feedback; and

initiating a responsive action if there is the actionable discrepancy.

17. The method of Claim 14, further comprising:

determining whether the feedback comprises a trigger event; and

triggering an alarm if the feedback comprises the trigger event.

19. The method of Claim 14, further comprising:
generating an evaluation of the agent using the
feedback; and

matching the agent with a second client according to the evaluation.

[illegible]

20. A system for monitoring a service transaction, the system comprising:

a communication channel operable to communicate feedback from a client, the feedback comprising a telephone call describing an interaction between an agent and the client;

a monitoring module coupled to the communication channel and operable to:

initiate collection of the feedback;

receive the feedback from the communication channel;

record the telephone call and store the feedback in a client record database coupled to the monitoring module;

determine whether the feedback comprises a trigger event and trigger an alarm if the feedback comprises the trigger event;

receive an agent report from the agent, determine whether there is an actionable discrepancy between the agent report and the feedback, and initiate a responsive action if there is the actionable discrepancy; and

an evaluation module operable to:

generate an evaluation of the agent using the feedback; and

match the agent with a second client according to the evaluation.